

Attachment D

BillView Replacement

BCL/Program Name: Customer Service and Energy Delivery - CIP
Project Type: Rehabilitation or Restoration
Project ID: 9938

BCL/Program Code: SCL350
Start Date: 1st Quarter 2001
End Date: 4th Quarter 2009

Location: 700 5th Ave.

Neighborhood Plan: Commercial Core

Neighborhood District: Downtown

Neighborhood Plan Matrix: N/A

Urban Village: Commercial Core

This project implements Vision Content Reports so that employees of SCL, SPU, and the Call Center can continue to resolve/answer billing issues/calls during the initial call with the customer. Vision Content Reports will replace BillView as component application of the City's Consolidated Customer Service System (CCSS), which provides billing services, call center support, and customer related information for customers to utility customer service staff. The project also implements electronic billing (eBill) and electronic payments (One Time Payments) and will replace the existing Link to Gov system.

	LTD	2008	2009	2010	2011	2012	2013	2014	Total
	Actuals								
Revenue Sources									
City Light Fund Revenues	70	1039	660	0	0	0	0	0	1,769
Project Total:	70	1039	660	0	0	0	0	0	1,769
Fund Appropriations/Allocations									
City Light Fund	70	1039	660	0	0	0	0	0	1,769
Appropriations Total*	70	1039	660	0	0	0	0	0	1,769
O & M Costs (Savings)			0	0	0	0	0	0	0
Spending Plan		582	1117	0	0	0	0	0	1,769

**This detail is for information only. Funds are appropriated in the budget at the Budget Control Level. Amounts in thousands of dollars.*

2009-2014 Adopted Capital Improvement Program